

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant:	Michael J. Borg et al.	Examiner:	Tan D. Nguyen
Serial No.:	09/820,457	Art Unit:	3689
Filed:	March 28, 2001	Docket No.:	10006799-1
Title:	SYSTEMS AND METHODS FOR UTILIZING PRINTING DEVICE DATA IN A CUSTOMER SERVICE CENTER		

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**AMENDMENT AND RESPONSE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir/Madam:

This Amendment accompanies the Request for Continued Examination (RCE) filed herewith. Prior to continued examination of the application, please amend as follows: